

Hawaii Information Consortium, LLC  
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# **PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT**

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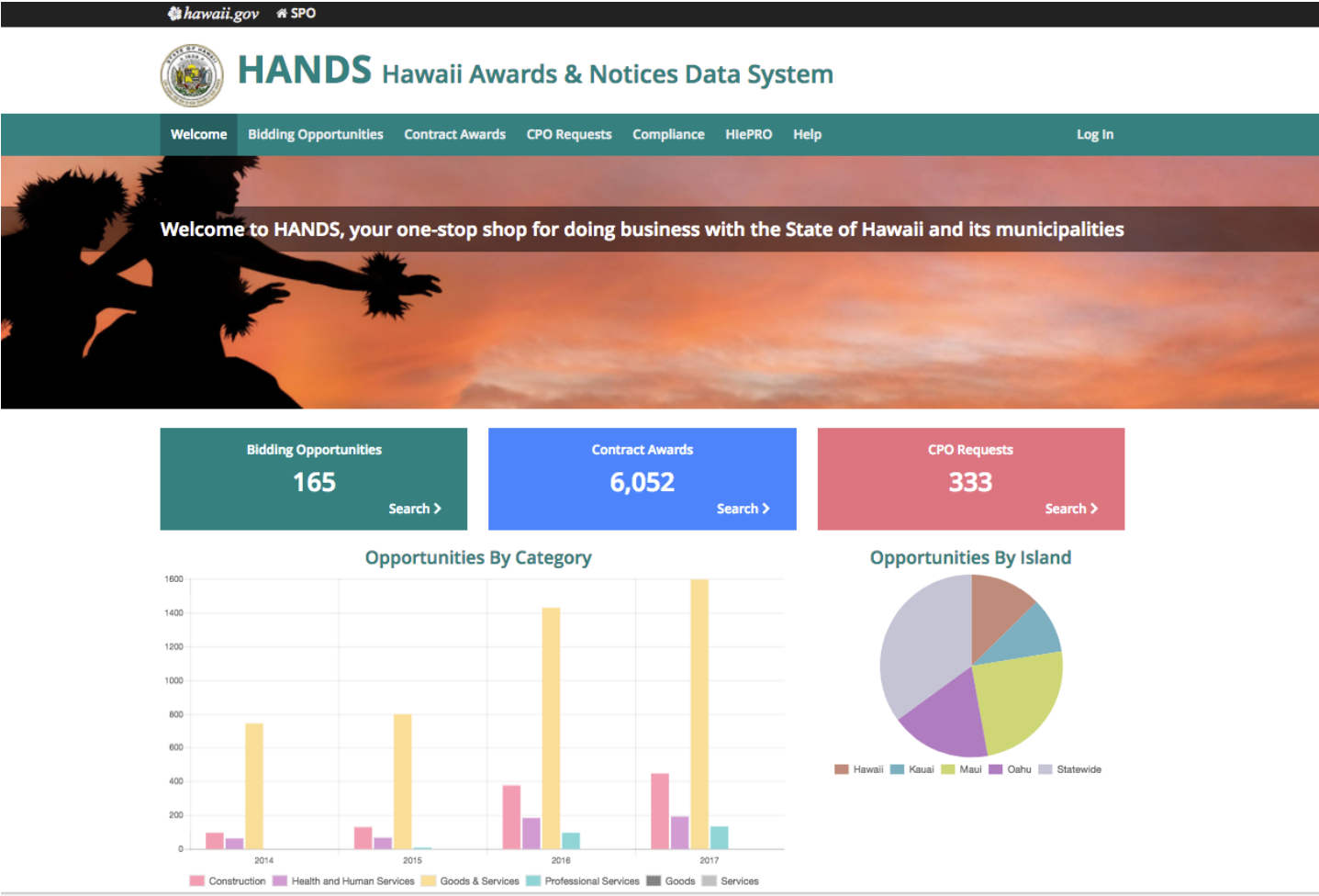
Presented to the Access Hawaii Committee  
State of Hawaii

December 7, 2017

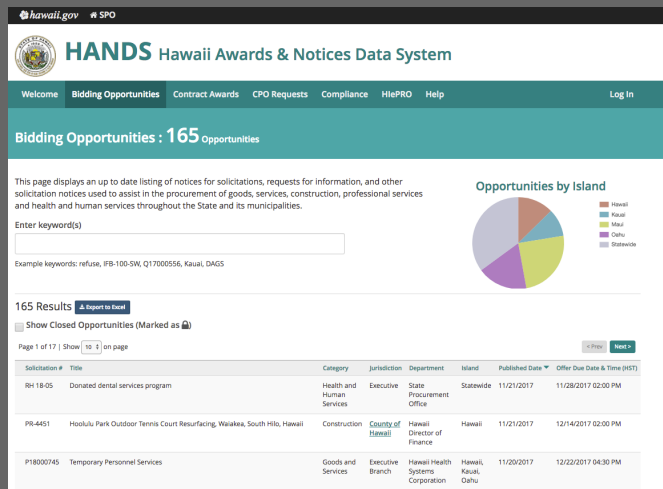
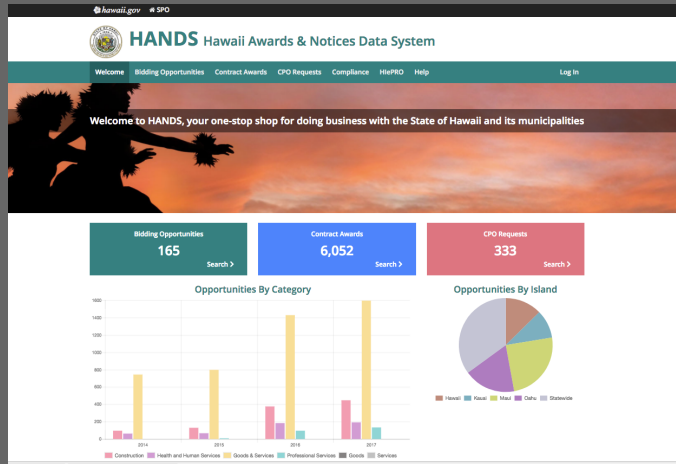
# EXECUTIVE SUMMARY

- Launches and Upgrades
  - 12 new services
  - 13 major service upgrades
  - 2 CMS site redesigns
- Awards
  - Hawaii State Library
  - DCCA Annuals Business Report Filing Redesign
- Partner event participation
  - HACC 2017 (August and September)
  - Hawaii State Liquor Conference 2017 (October)
  - SPOCON 2017 (November)
- Dreamforce 2017
- 2017 Annual Report

# SPO - HAWAII AWARDS AND NOTICES DATA SYSTEM (HANDS)



# HIGHLIGHT 1



# SPO - HAWAII AWARDS AND NOTICES DATA SYSTEM (HANDS)

- URL: <https://hands.ehawaii.gov/hands>
- Fixed Cost
- Site launched on 11/17/2017
- Purpose: single location for procurement across the State
- Benefits:
  - Robust search functionality which displays results for all notices for solicitations and awards
  - Replaces two older database systems
    - Professional Services Awards Database
    - Procurement Awards and Notices Database
  - Manage and track Hawaii Compliance Express (HCE) compliance status

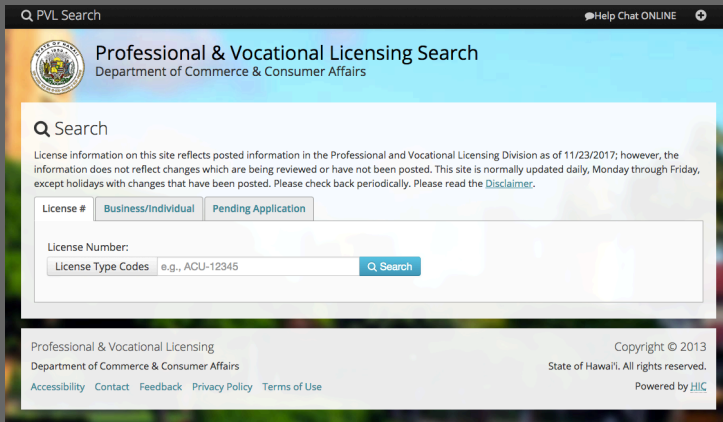
# HIGHLIGHT 2

## DCCA PROFESSIONAL VOCATIONAL LICENSE APPLICATION STATUS SEARCH

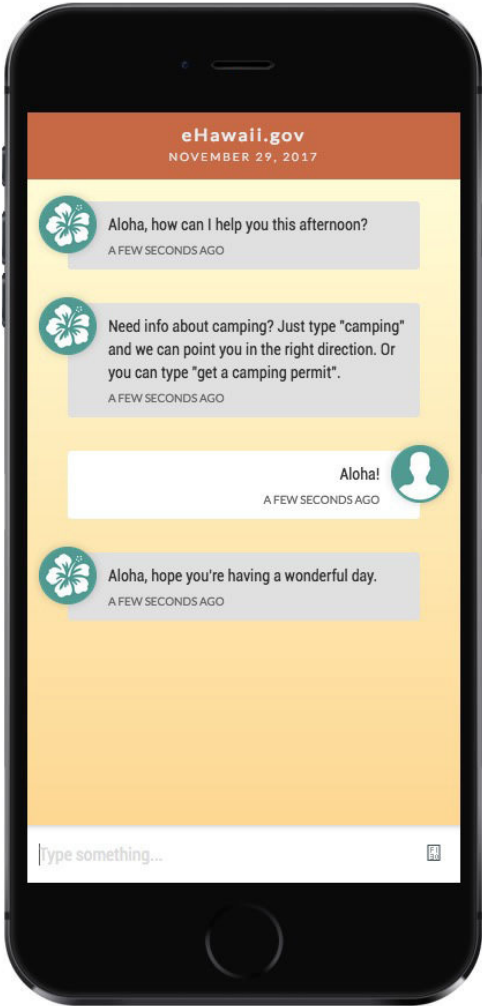
The screenshot shows the website for the Department of Commerce & Consumer Affairs (DCCA) Professional & Vocational Licensing Search. The page features a search bar with a magnifying glass icon and the text "PVL Search". In the top right corner, there is a "Help Chat ONLINE" button with a plus sign. The main header includes the State of Hawaii seal and the text "Professional & Vocational Licensing Search" and "Department of Commerce & Consumer Affairs". Below the header is a search section with a magnifying glass icon and the text "Search". A disclaimer states: "License information on this site reflects posted information in the Professional and Vocational Licensing Division as of 11/23/2017; however, the information does not reflect changes which are being reviewed or have not been posted. This site is normally updated daily, Monday through Friday, except holidays with changes that have been posted. Please check back periodically. Please read the [Disclaimer](#)." Below the disclaimer are two tabs: "License #" and "Business/Individual" (selected), and "Pending Application". A search form is present with the label "License Number:" and a text input field containing "License Type Codes" and "e.g., ACU-12345". A blue "Search" button is to the right of the input field. The footer contains the text "Professional & Vocational Licensing" and "Department of Commerce & Consumer Affairs" on the left, and "Copyright © 2013" and "State of Hawai'i. All rights reserved." on the right. At the bottom, there are links for "Accessibility", "Contact", "Feedback", "Privacy Policy", and "Terms of Use", and a note "Powered by HIC".

# DCCA PROFESSIONAL VOCATIONAL LICENSE APPLICATION STATUS SEARCH

- URL: <https://pvl.hawaii.gov/pvlsearch>
- No Cost
- Site launched on 10/30/2017
- Purpose: Enables new applicants or existing licensees to search for their application status online rather than calling the PVL Division
- Benefits:
  - Reduction in customer calls to PVL staff - prior to the enhancement, PVL received over 69,000 phone inquiries regarding application status



# HAWAII.GOV PORTAL CHATBOT



## HIGHLIGHT 3

# HAWAII.GOV PORTAL CHATBOT

- What: Portal Chatbot
  - visually reserved
  - more guided conversation (prompts users, offers suggestions)
  - currently can dig into Business, Camping, Visitor Info, Hawaii facts, and Login questions
  - "quick reply" functionality
- Why: Improve how we provide information to users via automated interactions
- Status: Usability testing
- Release target: February 1, 2018



# HIGHLIGHT 4

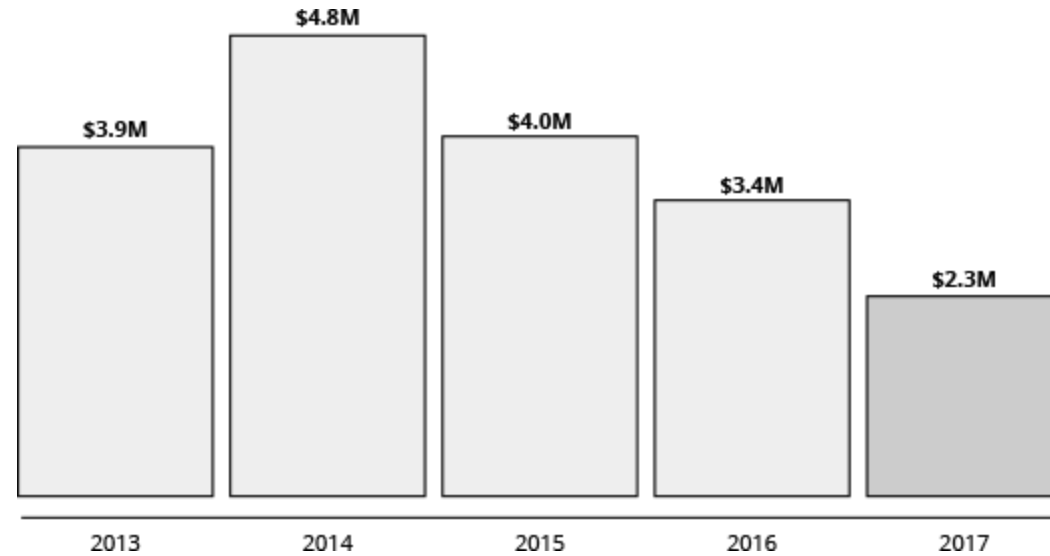
## STATE PAYMENTS FOR THE PORTAL

Hawaii Information Consortium

Calendar Years 2013-2017\*

Five-year Summary of State Payments for Internet Portal Program

Payments in millions



\*Unaudited data for period January 1 - October 31, 2017  
State payments time & materials, hosting, and maintenance

# CUSTOMER SERVICE

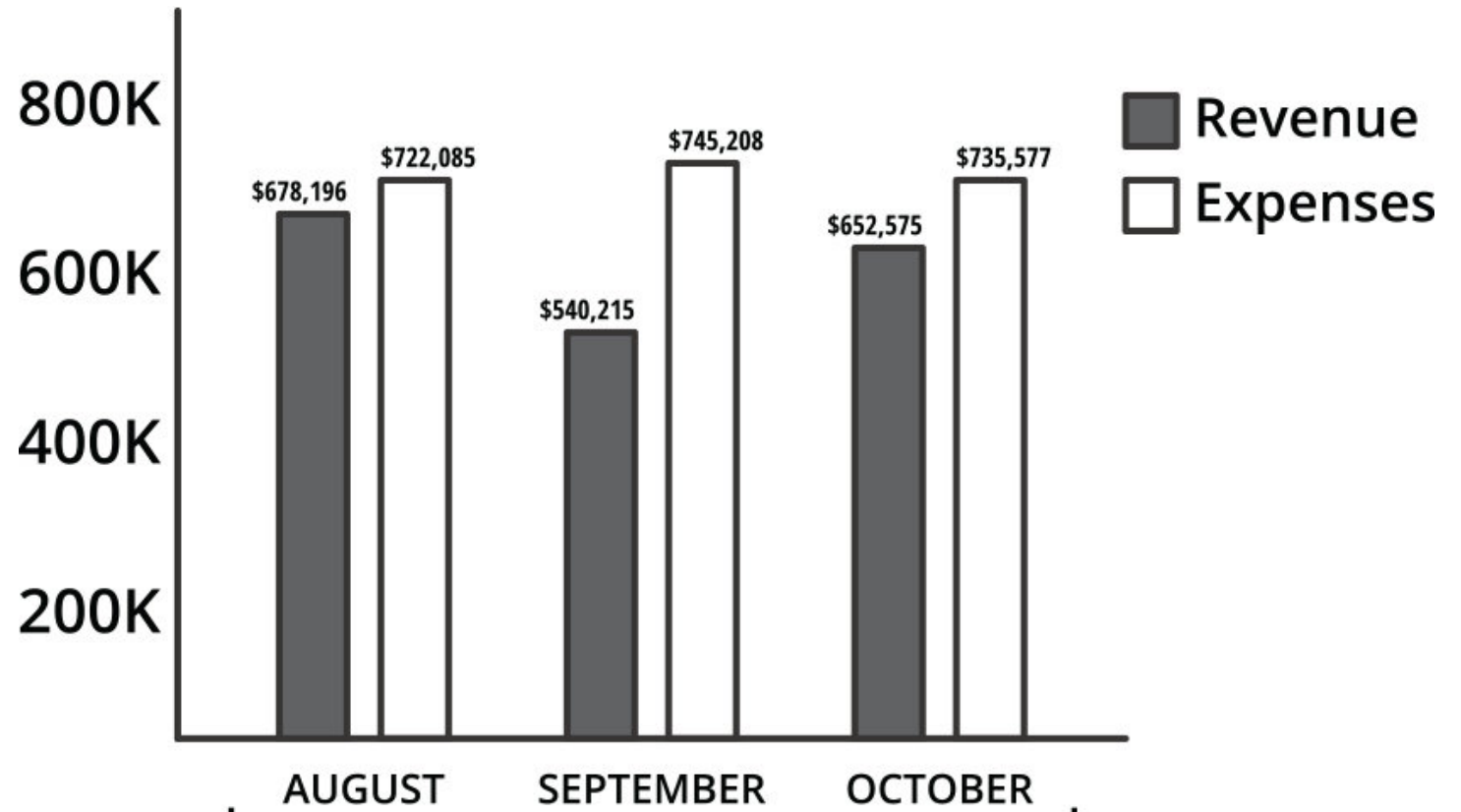
## 2017 CUSTOMER SERVICE OVERVIEW

- HIC Customer Service Staff: 4 FTE
- Handled 44,046 inquiries (January 1 - October 31)
- Phone ~23,618 (39%)
- Chat ~20,444 (34%)
- Email ~15,892 (27%)
- 2017 average number of monthly inquiries ~ 5,995
- 2017 average number of daily inquiries ~ 197
- Projected 2017 year end inquiries ~ 77,000

# FINANCIALS

## AUG-OCT, 2017

### INCOME - UNAUDITED REPORT



#### Rolling 3 Month

Revenue: \$1,870,986

Expenses: \$2,202,870

Net Income: (\$201,918)

# FINANCIALS

## AUG-OCT, 2017

### CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

**\$4,518,852**



Liabilities

**\$3,446,810**



Shareholder Equity

**\$1,072,042**



Total Liabilities & Shareholder Equity

**\$4,518,852**

# CONTACT US

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